

Global Data Protection Regulation (GDPR)

Privacy Notice

This Privacy Notice explains how we use any personal information we collect about our customers (“you” or “your”) on the Student Technology Store (Portal) that enables us to provide you with the products and services, to manage any warranty or insurance claims, and to deal with any questions you may have.

If you are unable to provide the information requested on the Portal to complete your Application, then we won't be able to offer the products and services to you.

Who are we?

Edutech Zone Limited.

We are the company that owns and operates the Portal and manages the delivery of the products and services to you.

In the sections that follow we cover these topics:

- What information do we collect about you?
- How will we use your information?
- Who do we share your information with and why?
- How long do we keep your data?
- Your rights relating to your personal data.
- Changes to our Privacy Notice.
- How to contact us.

What information might we collect about you?

To enable us to provide you with the products and services offered on the Portal we may ask you for some or all the following information:

- Full name, home address, email address and telephone number.
- The name of your child and their year group at school.
- If monthly payment by direct debit is selected, we will require your bank details, so this can be set up.

You will be our primary point of contact in relation to any of the products or services selected by you on the Portal.

You:

- Will have access to all documentation, information and personal data relating to your application on the Portal and can notify us if you need to make a change to this information.
- Can notify us if you need to make a claim on insurance or warranty.
- Can cancel your request within 14 days from the date you placed it on the Portal.
- Can raise a complaint or any other concern with us about any of the products or services or terms offered on the Portal.

How will we use your information?

We will use your data for:

- Processing your application on the Portal.
- Delivering the products and services to you.
- Providing you with helpdesk support for the duration of the term shown on the Portal.
- Providing you with relevant documentation via email.
- Fraud prevention and detection.
- Dealing with any complaints raised.

Who do we share your information with and why?

We may share your information with:

- Third parties which supply services to us (for example, suppliers of the technology devices or insurance and warranty registration) We will ensure that they only have access to information required to fulfil their responsibilities and then do not use it for purposes other than those that we have specified in this notice.
- **None of your financial information is kept by us or stored on our systems.**
- Auditors, regulators and ombudsman, as required by legal obligation.
- Another organisation if we sell or buy (or negotiate to sell or buy) any business or assets.

We will share your information if we are required to by law. We may share your information to enforcement authorities if they ask us to, or to a third party in the context of actual or threatened legal proceedings, provided we can do so without breaching data protection laws.

How long do we keep your data?

We will keep your full name, home address, email address, phone number, child's name and school year group data for the term shown on the Portal and for no longer than 12 months thereafter for the purposes of dealing with any enquiries, insurance or warranty claims you may have.

Your rights relating to your personal data

Our obligations to you

We will provide you with information on any actions that we have taken in relation to your rights to.

- have access to your personal information.
- have your personal data corrected or removed if it is inaccurate.
- have your personal data deleted from our systems.
- restrict the processing of your personal data.
- lodge a complaint with the regulator and/or seek a judicial remedy.

We will respond to you in writing within one month of the receipt of a request unless the number and complexity of the requests made are deemed sufficiently high for us to extend this time by a further two months. We will inform you if we need to make use of this additional time and why we need to do so.

We will not charge you for responding to any of these requests unless it can be demonstrated that you are making an excessive number of repetitive requests or that your request is not based on fact or reasonable considerations. In this exceptional case, we may charge you a reasonable fee or choose to refuse your request.

If you disagree then you may raise your concerns with the Information Commissioner's Office. <https://ico.org.uk/concerns/>

To assist us in responding to these requests, we may ask you to verify your identity to make sure that we do not give data to the wrong person, update your data with details you did not provide or take action on your data that you did not request.

Right to have access to your personal information

You have the right to request a copy of the personal information we hold about you.

If you would like a copy of some or all your personal information, write to the GDPR Officer, Edutech Zone Limited, Suite 2, Wesley Chambers, Queens Road, Aldershot, Hampshire GU11 3JD.

Right to have your personal data corrected or removed if it is inaccurate

It's important to us that your personal information is accurate and up to date.

If you believe that some information is inaccurate or should be removed, for example because you have changed home address or have a new phone number, write to the GDPR Officer, Edutech Zone Limited, Suite 2, Wesley Chambers, Queens Road, Aldershot, Hampshire GU11 3JD.

Right to have your personal data deleted from our systems

You can request that we delete your personal data from our systems if you believe that:

- we no longer need to process your personal data to provide you with services or;
- we have processed your personal data in a manner which you believe is unlawful or;
- we must delete your personal data to comply with another piece of legislation.

We may choose to refuse your request if we believe that:

- we have a legal obligation to keep your data or;
- it is required for the purposes of processing any outstanding insurance or warranty claim or;
- it is required for establishing or defending a legal claim.

If you disagree then you may raise your concerns with the Information Commissioner's Office. <https://ico.org.uk/concerns/>

Right to restrict the processing of your personal data

You can request that we temporarily halt using your personal data if you believe that:

- we should not process your data whilst we are in discussions with you regarding a disagreement over the accuracy of your personal data or;
- we have processed your personal data in a manner which you believe is unlawful but rather than wanting us to delete your data you would prefer us to take another course of action to rectify your issue or;
- we no longer require the data, but you do not wish us to remove it from our systems as you require it for establishing or defending a legal claim.

If such a restriction is put in place, then we will not process your data without informing you first that the reason for the restriction has been lifted.

Exceptions to this are that we can continue to process your data as follows:

- using it for processing any outstanding insurance or warranty claims that you have made or;
- using it for the purposes of establishing or defending a legal claim or;
- using it for the protection of the rights of another person.

If you disagree then you may raise your concerns with the Information Commissioner's Office. <https://ico.org.uk/concerns/>

Right to object to the processing of your personal data for communications and marketing

Your data will not be used for marketing communications unless you have agreed for us to do so.

Right to have your personal data transferred to another company

You have the right to receive a copy of the personal data that you have provided to us and that we process using our computer systems, in a format that can be read by another person's or company's computer system.

You have the right to transfer that copy of your personal information or can request that we do it for you, where it is technically possible for us to do so.

This right of transfer can be refused if we feel that it would adversely affect the rights of another person.

If you disagree then you may raise your concerns with the Information Commissioner's Office. <https://ico.org.uk/concerns/>

Right to lodge a complaint with the regulator (Information Commissioner's Office) and/or seek a judicial remedy

If we do not act on your request within one month of its receipt and do not provide you with reasons why we have not done so then you may lodge a complaint with the Information Commissioner's Office. <https://ico.org.uk/concerns/>

If you believe that the way that we have processed your personal data is not in keeping with current legislation, then you may lodge a complaint with the Information Commissioner's Office. <https://ico.org.uk/concerns/>

If you believe that your rights under current legislation have been infringed as a result of the way that we have processed your personal data then you may seek a judicial remedy via the courts. <https://ico.org.uk/for-the-public/compensation/>

Changes to our Privacy Notice

We keep our GDPR Privacy Notice under regular review. This was last updated on 31st March 2021.

How to contact us

GDPR Officer,
Edutech Zone Limited,
Suite 2, Wesley Chambers,
Queens Road,
Aldershot,
Hampshire
GU11 3JD

E: datacontroller@edutech.zone

T: 0203 393 8735